



**5 BENEFITS OF SIX SIGMA FOR  
HOSPITALITY MANAGEMENT  
PROFESSIONALS**

The Hospitality Industry includes a broad category of fields which include hotels, Motels, floatels, event planning and additional fields within the tourism industry. The purpose of this article is to provide a plan and successful implementation of Six Sigma into a Hospitality Organization.

Six Sigma and Hospitality create a perfect blend in increasing productivity to meet guest satisfaction. A Hospitality industry deals with various types of guests from clumsy to timid to fussy to stubborn with added value of Six Sigma approach it assists in increasing in information accuracy, it reduces peak time check ins and check outs, Reduction in housekeeping room turnaround times and above all increase in customer loyalty.

Food and Beverage Industry is yet another area in hospitality whose success is linked to customer satisfaction and with Six Sigma approach it benefits the employees to meet areas of impact i.e. Turnaround time between order placements and deliveries, pilferage and waste of products and inventory control.

Six Sigma can make an impact in INVENTORY control in the following areas:

1. Decrease and control in inventory distribution.
2. Seasonal cost benefit analysis

Being able to create, monitor, and then recreate customer satisfaction is where Six Sigma comes into play when it comes to the hospitality industry.

Six Sigma is a kind of management method which emphasizes flow-oriented performance improvement and takes efficiency as the centre on the whole management process especially in the core business operations of hospitality industry.

According to reports under the frame management of Six Sigma hotels delivered a Rs. 100 crore profit margins in their bottom line revenues as well as an average industry growth has been 9 percent as compared to 6 percent compared to last fiscal year.

All over the hotel industry, promptness is the key ingredient to success and with Six Sigma key functioning department like Front Office Operations, Sales & Marketing, Food and Beverage Service & Production, Housekeeping and Humans Resources are largely benefited In search of performance management excellence.

# STILL HAVE DOUBTS ?

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